



## Request for Proposal to Provide Billing and Collection Services for Emergency Medical Service (EMS) Fees

Wednesday, March 31, 2004

### Re: City Responses to Questions Received During Pre-Proposal Conference March 26, 2004

On March 26, 2004, the City of San Antonio hosted a Pre-proposal Conference at the San Antonio Fire Department, located at 115 Auditorium Circle, San Antonio, Texas 78205 to provide information and clarification regarding the March 15, 2004 Billing and Collection Services for Emergency Medical Services (EMS) Fees Request for Proposal. A list of Pre-Proposal Conference attendees is listed as a separate attachment at this website: [www.sanantonio.gov/rfp/](http://www.sanantonio.gov/rfp/). The conference began with a hand-out of questions the City received in writing prior to the conference, and contained the City's responses. The first question received at the Pre-Proposal Conference was in reference to question 2 on the handout, which is restated here:

1. Q: On page 9, item C, evaluation of the proposed pricing schedule is weighted at 30%. That suggests evaluating the best value to the City (collections minus fee charged). If a prospective vendor proposes an attractive overall value to the City, but it is not substantiated by experience, will the claim be taken at face value?

*A: City staff will evaluate proposals based on the percentages detailed in the RFP, Section XI. Evaluation Criteria, which includes criteria related to the Respondent's background, capability and relevant experience with EMS fee billing and collection.*

*A: March 26, 2004, clarification to Question 2 of handout: The City is seeking the best overall value.*

2. Q. Are additional requirements asked within the RFP that the present contractor is not already doing?

*A: No*

3. Q: Is there a format to follow when we (we meaning contractor) retrieve the data? Electronic Filing System? How is it formatted?

*A: The data will be retrieved in a flat file format and the vendor will be granted ODBC connectivity to COSA's SQL server (Microsoft SQL Server 2000) that houses the EMS Case Reporting data. Since the information will reside in the SQL server, it is up to the vendor to decide how they want to set up their ODBC connection to the Case Reporting System database and to format the file in a manner that suits their needs.*

4. Q: What CAD system does the City use?

*A: Our current CAD System is Mainframe based and developed in house by ITSD. The field data reporting system is populated with various fields from the CAD System. Once the patient record is complete the information is uploaded to a SQL Server where the complete patient record resides.*

5. Q: When the transition occurs, will the format be the same?

*A: Yes.*

6. Q: What patient demographics are available to collect and what is retrieved?

*A: ? First Name  
? Last Name  
? Middle Initial  
? Birth date  
? Age (software calculates age based on birth date)  
? Phone number including area code (program defaults to 210)  
? Sex  
? Social Security Number  
? Ethnicity( drop down includes: White, Black, Hispanic and other)  
? Address  
? City  
? State (drop down includes 50 states plus Virgin Islands and Puerto Rico)  
? County( drop down includes counties in Texas, defaults to Bexar)  
? Zip Code +4  
? Responsible adult  
? Relationship ( drop down includes parent, grandparent, other relative, other guardian and emancipated minor)*

7. Q: What are the specific Data Elements required?

*A: A complete listing of the fields being captured in the current case reporting system is listed as a separate attachment on this website entitled "Case Reporting System Data Fields."*

8. Q: Do you mandate specific fields be filled in before you close out a file? Must all the data fields be completely filled in?

*A: Yes, there are specific fields required for processing which must be completed before the record can be closed.*

9. Q: Are you happy with the system?

*A: Yes, it is effective.*

10. Does the City collect Insurance Information at the scene?

*A: No.*

11. Q: Who is responsible for making the determination if a 911 medical call is “medically necessary” when transporting patients?

*A: City-implemented protocols of our Medical Director.*

12. Q: Are [you] implementing a new CAD system? How will it work?

*A: We are not implementing a new CAD System at this point. We are however, evaluating a new field data collection and reporting system for paramedics out in the field.*

13. Q: When data is not being collected correctly, what occurs?

*A: San Antonio Fire Dept. EMS personnel take appropriate steps to correct the data to ensure a successful upload to the SQL Server to complete the patient record.*

14. Q: Does the City ever refuse transport?

*A: Possibly. There are city protocols in place to address those issues.*

15. Q: Does the city have an “appeal” process in place if proposing contractor(s) are not awarded the contract?

*A: No.*

16. Q: Is our audience just the “City Team,” those who sit on the evaluating committee, for whom 15 copies of the proposals are being requested or will it also include the City Council Members?

*A: The audience for proposals received is comprised of 15 Evaluation Team members, all of whom serve the City at the Executive Level, and their recommendation will be made to City Council. There may be a situation where City Council requests a review of the proposals submitted.*

17. Q: Would they request an Interview Session?

*A: Yes, possibly.*

18. Q: When the City Team/Executive Committee submits their recommendation, do they only recommend one Contractor/Company?

*A: Yes.*

19. Q: Clarification on #7, page 3 to understand the vendor’s role in assisting: Is billing on behalf of the city or the patient?

*A: Vendor will bill on behalf of the City and shall assist Patient in filing private insurance or Medicare/Medicaid claims.*

20. Q: Please provide clarification on #15, page 3 of the RFP regarding transmission of data to the EMS/Trauma Registry of the Texas Department of Health – which data elements are required by the State?

*A: The link to the Texas Department of Health's Trauma Registry Data Dictionary is listed below and contains all the information required to be transmitted:  
<http://www.tdh.state.tx.us/injury/trauma/2002emsdatadictionary.pdf>*

21. Q: How do you disseminate information regarding the HIPPA Privacy Act? Does the patient walk away with a copy of the “privacy statement” in hand?

*A: The information is on the bottom of the form they sign and it is directly given to them.*

22. Q: Please provide the anticipated billable amounts for FY 2004.

*A: The City estimates 25 million in billable amounts for FY2004.*

23. Q: On Attachment H, “Small Business Economic Development Advocacy (SBEDA),” the fax number is missing.

*A: The facsimile number for the SBEDA office is 210-207-8151.*

24. Q: If questions should arise regarding SBEDA, who should be contacted?

*A: Please contact Anita Uribe Martin at 207-3900.*

25. Q: Would you advise having the vendor go to the SBEDA office?

*A: Yes*

26. Q: Several times within the RFP it was alluded to that there would be a transition period [should there be a change in vendors]. What responsibility will the current contractor have to patient accounts which occurred prior to October 1, 2004?

*A: The current vendor will be responsible for those collections for up to 90 days after receipt of patient data. After this date, those accounts that remain uncollected will become the responsibility of the new vendor.*

27. Q: Would the current contractor be required to provide all billing data to the new contractor (assuming the contract is awarded is to a new vendor)?

*A: Yes, however only pertinent billing data for unpaid EMS accounts would be provided to a new contractor upon termination of the current contract.*

28. Q: Why is the City using 270 days collection lag for providing a projected effective collection rate?

*A: Historically, approximately 95% of the revenue is collected within this timeframe.*

29. Q: Clarification to Attachment P - Net Amount Billed: Who determines whether a patient is homeless, transient or a vagrant? Is it the EMS personnel on scene?

*A: Yes, it is determined at the scene and would therefore determine the account as uncollectable.*

30. Q: Is there a time limit in place that determines the collection rate and closing an account?

*A: Yes, it is based on attempts/tries.*

31. Q: Does the City submit billing and collection information to the Credit Bureau?

*A: No, not at this time; however, you may address this in your proposal.*

The San Antonio Finance Department and the Fire Department – EMS Division appreciate the time and interest that you and your firm have shown in participating in this contracting opportunity and look forward to the receipt of your proposal.

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